

Fact Sheet

Services Carved Out of NC Medicaid Managed Care

County Playbook: NC Medicaid Managed Care

There are some Medicaid and NC Health Choice services that are not covered by the Prepaid Health Plans (PHPs). Instead, the services are covered by NC Medicaid Direct (formerly known as fee-for-service) for those enrolled with a PHP. Beneficiaries can get these services from any provider who takes Medicaid:

- Dental services
- Fabrication of eyeglasses including complete eyeglasses, eyeglass lenses, and ophthalmic frames
- Services provided by Local Education Agencies
- Services provided and billed by Children's Developmental Agencies

PHPs will provide non-emergency medical transportation (NEMT) for these services.

If beneficiaries have questions or need help accessing benefits that are only available through NC Medicaid Direct, they should contact the NC Medicaid Contact Center at 888-245-0179 or their health plan (if enrolled).

Fact Sheets will be updated periodically with new information. Created 3/23/2021.
For more information, please visit <https://www.medicaid.ncdhhs.gov/transformation>.

